

Application No.: 09/483,277
Amendment dated: June 9, 2004
Reply to Office Action of: December 9, 2003

REMARKS

This amendment is responsive to the Office Action dated December 9, 2003.

The claims pending presently in the case are 47-61, all of which have been cosmetically amended by changes to the independent claims 37 and 50, and dependent claim 52.

Reconsideration is respectfully requested on the basis of the present form of the claims and the following comments that are urged by Applicant.

With regard to the rejection under 35 U.S.C. 112, Applicant draws the Examiner's attention to the specification at page 14, paragraph 1.

Regarding the rejection under 35 U.S.C. 103, it is noteworthy that the patent to *Gordon, et al.* involves taking the ANI data simply to identify the caller account. Only if the ANI data is not available, does a transfer to an operator occur (see *Gordon, et al.*, col. 9, lines 54-56). On the contrary, as claimed, Applicant's system involves recording the ANI as data for a new caller, which is taken along with certain of said digital data signals. Following that, Applicant's system then involves a transfer to an attended terminal. Accordingly, the claims herein recite a system that is clearly distinct from either *Barger* or *Gordon, et al.*, or any reasonable combination of the two references.

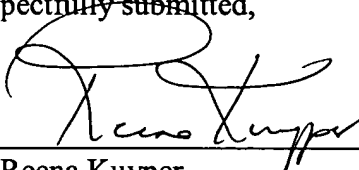
Respectfully, Applicant urges the Examiner to reconsider her rejections in view of the above arguments.

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Favorable consideration and allowance of the claims pending here is respectfully requested.

Respectfully submitted,

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